TRANSMITTAL SLIP	DATE 15 Dec 81
TO: C/P&PG/MS	
ROOM NO.	BUILDING
REMARKS:	
FROM:	
ROOM NO.	BUILDING	EXTENSION

FORM NO. 241   REPLACES FORM 36-8   (47)

STAT

15 December 1981

Request for Input on ODPs Terminal Policy DRAFT

1. **WHAT**: Attached you will find, for your review, a discussion draft of the ODP terminal policy currently under development. The paper provides policy guidance and defines responsibilities in the areas of terminal planning, budgeting, acquisition, installation and maintenance.

2. **WHY**: The purpose of this Policy statement is to provide a framework within which ODP components are able to provide customers with satisfactory terminal support while affording visibility into these activities. The framework is designed to satisfy the following objectives:

    a. provide ODP personnel, at all levels, a basis for <u>efficient</u> and <u>consistant</u> response to customer inquires, requests and requirements.

    b. increase management <u>visibility</u> into terminal related activities from planning phases thru installation and maintance.

    c. provide ODP customers an understanding of ODP <u>intentions and capabilities</u> related to computer terminals.


3. **HOW**: This framework is established by providing:

    a. a <u>general</u> statement of policy regarding ODP terminal support services further detailed by

    b. topic <u>specific</u> policy statements followed by

    c. the assignment of specific <u>responsibilities</u> to implement the policy.

    Increased visibility into terminal activities is via periodic planning and status reports. Components are provided with general policy guidance and responsibility but are free to institute specific mechanisms to implement these requirements.

4. **WHO**: This Policy statement directly affects components in Processing, Management Staff and the Directorate ADP Control Officers.
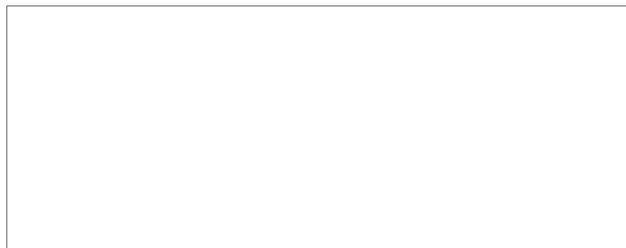
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OFFICE OF DATA PROCESSING

TERMINAL POLICY

I SYNOPSIS

Presented herein is the Office of Data Processing Terminal Policy.   The following paragraphs provide policy guidance and assign implementation responsibilities relative to: terminal planning, allocation, procurement, utilization, installation and maintenance.   The policy addresses terminal devices servicing Agency components and Other Government Agencies (OGA) utilizing ODP central services or for which ODP has agreed to provide support in a stand alone environment.

II BACKGROUND

TBS

D-R-A-F-T   D-R-A-F-T

III DEFINITIONS

a. TERMINAL: An input/output device by which a customer communicates with ODP central services; included are associated auxiliary devices.

Examples

IV GENERAL POLICY

1. The Office of Data Processing (ODP), as a supplier of central computer facilities and related support services, will <u>plan</u> for, <u>budget</u> for, <u>procure</u>, <u>install</u>, and <u>maintain</u> customer terminal devices used to access its central facilities and services.

Description of current procedures.

2. This support will be provided to Agency components and OGAs accessing ODP supported facilities on an initial one time charge basis; subsequent costs to be born by ODP. ODP will ~~not~~ purchase or maintain terminal devices for OGAs not accessing ODP central services ~~unless~~ *only if explicitly* approved by the Director, ODP.

Why? We budget for some terminals now.

3. ODP will retain property accountability thr~~u~~ *ough* the ~~product life cycle~~ *terminal system life*

D-R-A-F-T   D-R-A-F-T

for component budgeted terminal.

and will enumerate specific terminal related responsibilities in a 'Letter

of Understanding' between ODP and the customer.   Customer terminal support *Issue*

will remain in place until the customer determines service is nolonger

required.

Exceptions

4.   ~~Requests for exemptions~~ to this Policy may be granted by the

Director, ODP.   *Modification*

V PLANNING POLICY

1. ODP will formulate short and long range plans addressing terminal and

related communications and logistics requirements in response to customer

requirements. These requirements will be solicited from Directorate ADP

Control Officers on a yearly basis and will request program and out-year

data.

2. ODP will develop and maintain a customer terminal, and associated

devices, product line.

?
0

Inclusive

3. On a yearly basis, ODP will provide terminal related communications

and logistics support requirements to the Offices of Communications and

Logistics respectively for the program year and out years.

VI BUDGETING POLICY

How determined

1. ODP will formulate, present and defend a terminal budget which supports customer requirements. In the event a difference exists between the requested and actual budget allocation, the Deputy Director, ODP will determine terminal allocations. Once Directorate allocations have been made, changes resulting in increased cost will be born by the Directorate.

VII ACQUISITION POLICY

1. ODP will procure customer terminals using ODP ~~terminal~~ budgeted funds. ODP will, upon request, *procure* purchase terminals using customer ~~supplied~~ *-budgeted* funds. If these terminals are used to access ODP central services, the terminals will become ODP-accountable property.

VIII INSTALLATION POLICY

1. ODP will provide all coordination support required to affect the installation of terminals including customer site preparation planning with

the Offices of Communications, Logistics and Security. The customer will

be responsible for obtaining space allocation, modification and utilization

concurr*e*nce from the responsible components.

IX MAINTENANCE POLICY

(preventative and remedial)

1.   ODP will provide all *un* maintance and upgrades for customer terminals

as necessary.   This will include providing a central facility to report

maintenance services

terminal related problems as well as requesting ~~the repair,~~ upgrade,

replacement or removal of these devices.

X RESPONSIBILITIES

1.   Director for Data Processing is responsible for:

a. defending the ODP terminal budget during program reviews.

2.   Deputy Director for Data Processing is responsible for:

a. prioritizing and allocating the alloted terminal budget in the

event a difference exists between the requested and allocated

terminal budgets.

D/ODP
elsewhere

b. granting requests for policy exceptions.

~~performed~~

DD/ODP?   c. reallocating terminals which have been removed, turned in or not

excess to corporate needs,
replaced or otherwise not
in
use

U-N-C-L-A-S-S-I-F-I-E-D

U-N-C-L-A-S-S-I-F-I-E-D

installed.

(Engineering Division, Provision)

3. <u>Chief, Telecommunications Branch</u> is responsible for:

a. scheduling, coordinating and effecting the installation, maintenance, upgrade, removal, relocation, replacement and substitution of terminal devices connected to ODP services. In the event resource constraints preclude satisfying customer requirements suport will be altered in consultation with the Deputy Director, ODP and the customer. Publishing a yearly terminal *(installation)* activities plan reflecting these activities. In formulating this plan the following priorities will be used keeping in mind that, in general, priority will be given to the support of existing applications:

1) maintenance.

2) relocation. *{ outbuilding*

3) installation.

4) replacement.

5) upgrade.

6) removal.

b. providing the Office of Communications ~~with estimates concerning~~ *with*

current and future communications *support* requirements on a yearly basis

covering the budget and out-years.

c. ~~planning;~~ *procuring* developing, ~~testing,~~ accepting and maintaining ODP

terminal device product line.

? — d. ~~substituting~~ *replacing* terminals and auxiliary devices with functionally

o equival~~ant~~ *ent* devices. *when ~~Signif~~ ~~significant~~ operational or cost (Mem of Und)*
advantage can be achieved

e. coordinating with the Offices of Communications, Logistics and

Security customer terminal installations.

⟸ f. ~~t~~erminal activity measurement and reporting. *Reports of terminal*
utilization will be made on a quarterly basis to component ADP
control officers
~~g. initiating and tracking requests for terminal procurements,~~
Reallocation of terminals

g. Publishing, on a yearly basis, a 'Terminal Procurement Plan'.

Contents ⟶   *Processing.*

4. <u>Chief, Customer Services Staff</u>) is responsible for:

a. serving as the principal ODP customer contact point for terminal

? related matters including: planning, installation, allocation,

o status, <u>maintenance</u>, upgrade and distribution of data related to

the replacement and ODP terminal product line.

b. providing Chief, Programs and Budget Group and Chief,

Telecommunications Branch, on a yearly basis, terminal quantities

(in priority order), costs and justifications for the program and

out-years.

Installed

All termn um ?

c. maintaining an inventory of current planned terminals. ?

d. soliciting from each Directorate ADP Control Officer, on a yearly

basis, terminal and related communications requirements for ~~program~~ *operating budget*

and outyears in priority order.

e. formulating and obtaining from the customer a 'Letter of

Understanding' defining customer and ODP responsibilities regarding

A component ~~budgeted~~ all

terminal. The agreement should, at a minimum, include:

terminal identification, location, upgrade, maintenance,

relocation, accountability, modifications and TEMPEST

considerations.

f. coordinating product ~~substitutes and~~ replacements with the

customer.

How many plans?

g. formulating, on a yearly basis, both a short and long range ODP

terminal plan; to include new purchases, upgrades, replacements and

removals.

5. <u>Chief, Administrative Staff</u> is responsible for:

   a. maintaining terminal property ~~records~~ accountability *records*

   b. authorizing the disposition of terminals as excess equipment or for parts 'cannibalization'. *(Requires D/UL concurrence)*

6. ~~Chief, Management Staff is responsible for:~~

   a. formulating and recommending ODP terminal policy to Director, ODP.

   b. reviewing terminal related status and planning data and providing recomendations to the Director, ODP. *Any?*

7. <u>Chief, Plans and Budget Group</u> is responsible for:

   a. formulating and presenting the ODP terminal budget.

8. <u>Chief, Data Base Control Center</u> is responsible for:

   a. maintaining a central control point for the reporting of terminal related problems.

9. <u>ADP Control Officers</u>:

   a. providing ODP with program and out-year terminal requirements and justification. These requirements should <u>not</u> include terminals to access the SAFE system.

b. insuring that installation and use of terminals conform to Agency

   security policies and regulations.

c. identifying and obtaining space allocation, modification and

   utilization concurrence from the responsible components.

d. early notification to ODP of planned terminal relocation

   requirements.

Bruce Johnson

Director, Office of Data Processing